Federal Regulation of Security Officers! In-depth Analysis p. 60

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SECURITY

THE MAGAZINE FOR SECURITY DECISION MAKERS

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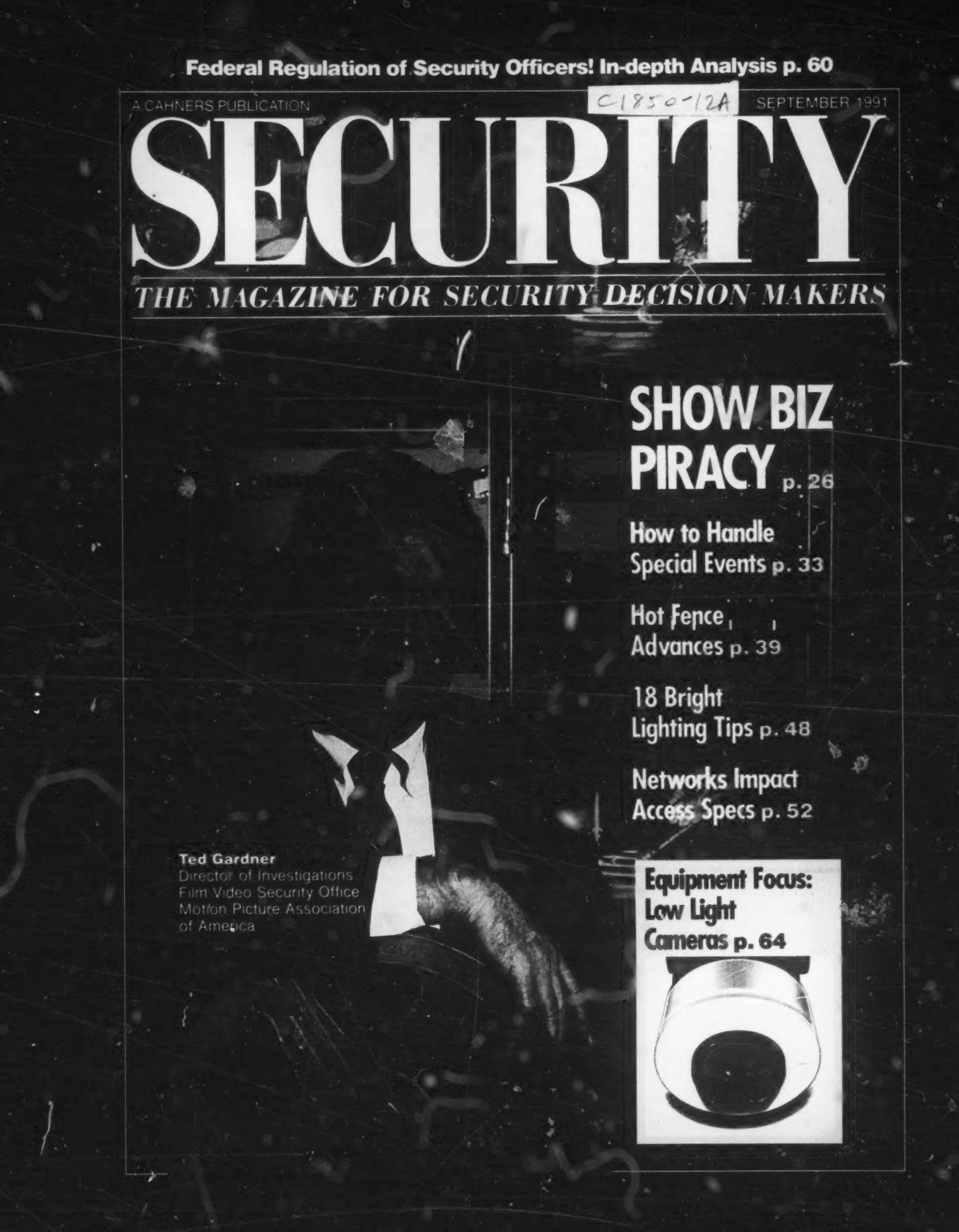

Ted Gardner
Director of Investigations
Film Video Security Office
Motion Picture Association of America

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

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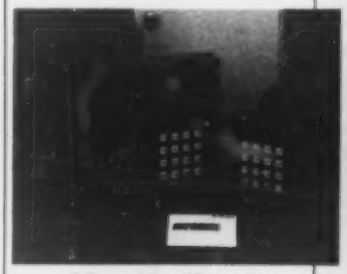

More than 60 products, including this access control system, inside this month. (p. 71)

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SECURITY NEWS

Reports and incidents that impact security.

PHONE CRASH

Phone Crash Bugs Security

Tripped up by a tiny code bug, Bell Atlantic and Pacific Telesis networks malfunctioned in a series of summer crashes that hit 10 million phones.

The cuts reheated talk of dial-up dependency.

Rod Uffindell of Denalect Alarm, Walnut Creek, Calif., feels phone companies and digital communicators force submission. It's belt and suspenders time, advises Craig Leiser of National Guardian, Minneapolis, Minn. "It's easier for national and regional firms to overcome (a local switch)." In the summer jolt, 800 service operated.

"Short- and long-range radio. Cable TV. Derived channel. Satellite when cost's no object. The future may be cellular," suggests Leiser.

"There's no one answer; only options," concludes Bob Bonaface, president, Alarm Detection Systems of Illinois, Aurora, Ill. He survived the Hinsdale, Ill. fire, which cut phones for weeks, not minutes.

BUSINESS

Radionics Long-Range

Long-range radio got a boost with news of FastLink from Radionics of Salinas, Calif. Using Israeli-developed signal modulation/decoding that transmits faster, it cuts through messy business bands, says Radionics Rich Ader. It has proprietary security uses — business parks and college campuses, for example.

Switchboards crashed at thousands of businesses recently because of telephone company software problems.

Wireless CCTV protects peregrine chicks.

ANIMAL RIGHTS

The Price of Animals

Nature's consquences are security's growing headache.

Menace from radical animal rights advocates have somewhat lessened, following a full-court press by the American Medical Association (AMA), Congress, the Surgeon General and President George Bush.

Congress is now considering a bill making crimes against medical research facilities a federal offense.

At the same time and with intensifying regularity, thieves target nature, taking everything from rare tree bark to costly ostrich eggs.

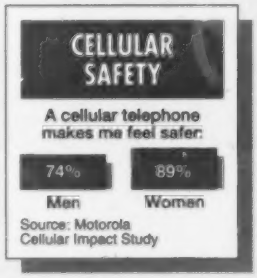
"It's a time of high sensitivity," says Edward Lee of Lee Group, Falls Church, Va., a broad-based security consultant firm. Lee writes a newsletter on prevention of crime by animal activists.

From forests to ranches, well-bred thieves are stealing plants and animals, not to make a point but a dollar.

Also affected are urban areas. For instance, the Commerce Bank in Kansas City, Mo., has a Diebold wireless color CCTV system on its roof to guard endangered peregrine falcon chicks. Video sent to the bank's lobby provides public viewing, too.

BRIEFS

An NIST report, **Intelligent Building Technology in Japan**, discusses approaches compared to U.S. Send self-addressed mailing label to Arthur Rubin, A313 Building Research Bldg., NIST, Gaithersburg, MD 20899. **The National Fire Sprinkler Assocation** of Patterson, N.Y., has international memberships for sprinkler manufacturers and installers doing business outside the U.S. **Burton E. Morrow** is the new Metro Transit Police Chief, says the Washington (D.C.) Metropolitan Area Transit Authority. **Jeffrey A. Dingle, CPP**, is named director of security at The Carter Presidential Center, Atlanta, Ga. **Charles (Charlie) A. Fulker** died in June — most recently he was vice president of marketing and business development for Indala Corp., San Jose, Calif. **SecurityLink Corp.** relocates to Oak Brook, Ill., from Orange, N.J.; and **James M. Covert** is named SecurityLink chief executive. **Sergeant Larry Gentry** of the Highland Park, Tex., Police Department is National Burglar and Fire Alarm Association Police Officer of the Year. **Captain Robert England**, a 25-year veteran of the Springfield, Ill., Fire Department is National Burglar and Fire Alarm Association Fire Fighter of the Year.



Cellular phones impact personal safety. Security also uses cellular for alarm signals.

SECURITY SERVICES

A guide to selecting and staying informed on security services.

Contract Officer Pay Creeps Upward — Slowly

By Bill Zalud
Editor

Contract officer compensation continues to creep up slowly, according to a national survey by SECURITY Magazine. Nearly half of firms with contract officers now pay $9 or more per hour for the service.

More importantly, says service firm executives, a variety of standard and innovative compensation programs — from medical benefits to incentives and rewards — helps attract higher quality entry-level labor as well as keeps the best officers longer.

Government Regulation

The marketplace, by and large, determines officer pay and, to a lesser extent, screening/training needs. A bill introduced in Congress by U.S. Senator Albert Gore may change that and push up costs, too.

It aims to regulate private officers through standardized federal hiring and training guidelines. See separate article in this month's Security Services.

Yet, no matter what mandates or *de facto* standards apply, buyers of officer services see price as a primary factor. The biggest part of the contract, of course, is officer pay. But the personnel extras, on top of pay, are important and growing.

"Today, the better firms offer both tangible and intangible benefits to their employees," comments Carol Klessig, vice president of sales, ITS Security Officers, Cleveland, Ohio. Klessig's firm provides contract security services and officers nationwide. It also offers particular services to the aviation industry, including security-related officers and screeners.

Fair Pay a Foundation

"Compensation is a foundation that starts with fair pay," says Klessig. For example, ITS conducts on-going, prevailing wage surveys that include U.S. Department of Labor statistical research as well as data on average wages by geography, type of business and type of officer assignment.

Organizations that already have contract officers should also insist upon yearly wage surveys, says the experts. "The Federal Aviation Administration, for one, mandates it," adds Steve Cadwell of ITS.

Pay Fluctuates Widely

Wage surveys do more than paint a broad picture. "There are critical fluctuations in base pay directly related to the economy and to differences in various parts of the country," the ITS vice president points out. For instance, officer pay along the eastern corridor and in urbanized areas tends to be higher than in other parts of the country.

Recent SECURITY Magazine research also has found, for example, government agencies often compensate at a much higher rate than industrial, institutional or service sectors. Compensation also varies considerably by type of officer assignment as well.

"There are other tangibles in addition to pay," adds Klessig. Some contract firms now offer group health programs, vacation and holiday packages as well as dollar-driven incentives and rewards. At times, these extras are bundled into a total contract proposal. Sometimes, firms spell out the additions as menu items from which a contracting organization can pick and choose.

Unbundle Costs

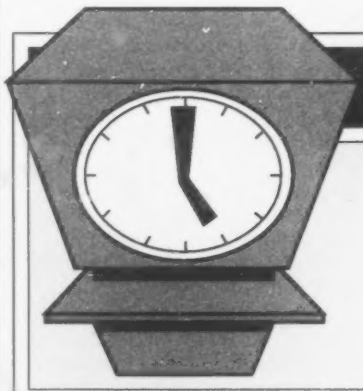
"Companies need to better weigh compensation packages of various contract service sources" before signing on the dotted line, advises ITS's Klessig, who strongly urges purchasers to demand contract firms show on paper and in detail what they provide. "What's missing will be more evident," she contends.

Wage surveys help set fair pay levels.

The intangibles also contribute to effective compensation programs for contract security officers.

A lot of contract companies have similar hiring and screening practices. Differences, instead, appear in supervision, motivation, a firm's management core and training.

"Look to contract firms that are growing," suggests Klessig. "They have a vibrant management core and active supervision that supplements compensation and motivates officers in the field."



CONTRACT OFFICER PAY
What security pays per hour:

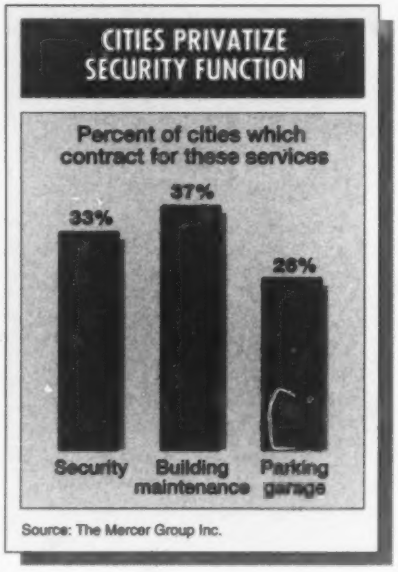
Under $6	8%
$6-6.99	17%
$7-7.99	14%
$8-8.99	14%
$9-10.99	32%
$11 and over	15%

Source: SECURITY Magazine

What security pays a contract firm for per hour officers varies with almost half at $9 or higher.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.



One third of cities look to outside providers for security services.

PRIVATIZATION

Services Win Cities' Affinity

One-third of American cities say that private is better when it comes to choosing security services.

The 1990 Privatization Survey of 82 cities conducted by The Mercer Group, Atlanta, finds that all responding local governments contract out at least one service to a private company. While food service, major construction and building maintenance lead the services cities contract for, a respectable 33 percent of cities turn to private firms for their security needs.

Jim Mercer, Mercer Group president, anticipates brisk growth in the number of cities which choose to privatize their security functions.

The average contract length for a security service ranges from three to five years, the survey finds. Fire protection is among the categories most likely to solicit multimillion dollar contracts.

All respondents realized financial savings from privatization.

TERRORISM

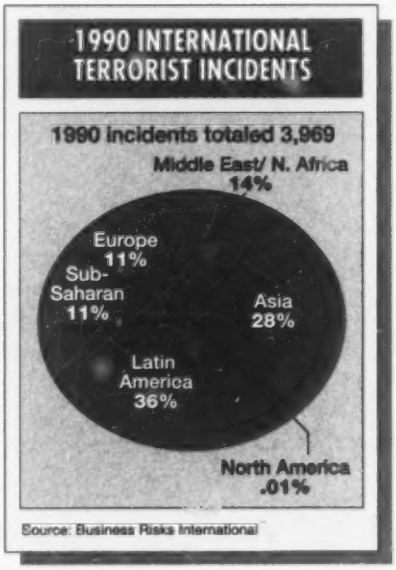
Terrorism Plunges 10 Percent; Experts Forecast 1991 Upsurge

Stepped-up, pre-Gulf War security translated to the first decline in three years for worldwide terrorist attacks.

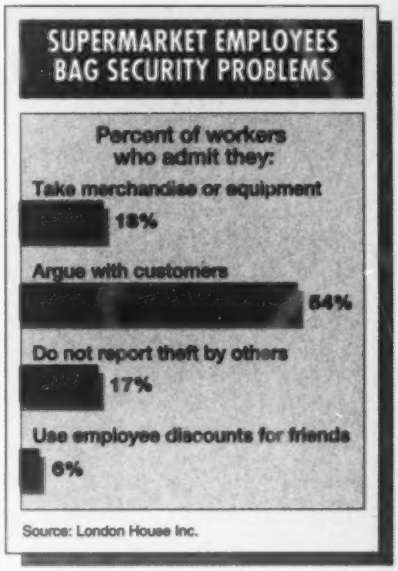
Business Risks International (BRI), Nashville, reports that terrorist attacks numbered 3,969 in 1990, down from 4,422 in 1989. Business interests remain terrorists' target of choice, with 1,324 attacks worldwide. Of these attacks, 45 were directed at U.S. firms. Despite the overall incident decrease, attacks against all U.S. interests increased 20 percent since 1989, and terrorist acts killed 12 Americans.

Gene Mastrangelo, BRI's manager of Risk Assessment Information Service (RAIS), says the Gulf War and its aftermath will likely accelerate terrorist attacks against Western interests this year and in the future.

Latin America remains the area with the most terrorist attacks; Peru led all countries worldwide with 508 terrorist attacks in 1990.



Due to rounding, 1990 terrorist incidents exceed 100 percent.



A 100-store chain loses $2 million to $17 million yearly to employee theft.

EMPLOYEE THEFT

Supermarket Workers Cart Away Groceries, Cash, Supplies

Supermarket employees who admit to stealing took, on average, $143.52 from their employers in 1990.

The 1990 Second Annual Report on Employee Theft in the Supermarket Industry, conducted by London House, Park Ridge, Ill., finds that close to half of responding employees — 46 percent — admitted to stealing in 1990. In addition, 49 percent say they helped coworkers steal, up from 39 percent in 1989. On-the-job defiance is another serious, growing problem; 54 percent argue with customers, up from 37 percent in 1989. Some good news: Fewer workers used employee discounts for friends in 1990.

Another study of grocery shrinkage conducted by the Food Marketing Institute, Chicago, finds that supermarket employees are responsible for 49 percent of shrinkage, customers 24 percent. Receiving and damage losses account for another 19 percent of shrinkage.